

CLEANING STANDARDS FOR THE TENANTS IN FOOD COURT PREMISES

I. WASTE MANAGEMENT RULES

1. Purpose of these rules

- The purpose of these rules is to support the operators and tenants in the Palas project to apply the laws in effect with regards to waste management and environmental protection.
- The commitments Romania has made to the European Union also include conducting waste collection, recycling and treatment activities. Law 27 of 2007 is the normative act that mandates the population and business operators to sort their waste. According to Law 132 of 2010 on separate waste collection, all public institutions are mandated to implement a separate waste collection plan.

2. Benefits of separate waste collection

- Increased quality of life and sanitation services standard in Palas and in Iași City.
- Reducing the negative impact of waste on the environment and on population health, such as: air and surface water pollution, attracting pest (insects/rodents) spreading diseases and infections, visual discomfort, landscape modifications, etc.
- Optimizing waste evacuation activities and the proper use of the waste collection and storage rooms provided to operators and tenants by the Palas Administration.
- Improving the level of citizen information, awareness and engagement in terms of the obligation to comply with the laws in this domain and the importance of recycling waste.
- Avoiding sanctions/fines being charged by the competent authorities (in case of non-compliance with the laws in force concerning separate waste collection).

3. Separate collection

- Separate collection entails breaking down waste into categories, and then take these into the waste storage rooms and store them in the special waste bins duly provided and inscribed for the various waste categories.
- The waste stocking and storage rooms are properly inscribed/fitted with signage and have been partitioned into two distinctive enclosures: one for storing household waste, and the other for storing the recyclable waste, collected separately by each operator;
- Retail areas are provided with waste compactors for collecting household waste and waste compactors for collecting cardboard, bins for collecting glass and plastic/film/PET bottles, all fitted with proper signage.
- The solution is readily available and entails the separate storage of waste. More precisely, we must store the waste in the specially designed spaces, separating them according to the following categories: cardboard, cardboard packaging, plastic, metal, glass.

4. What is collected?

Glass	
Collected separately	Not collected separately
<ul style="list-style-type: none"> • Glass containers from beverages and foods, jars 	<ul style="list-style-type: none"> • Windows and mirrors, flower pots, light bulbs and lamps, tableware, glasses, windshields
Plastic and metal	
Collected separately	Not collected separately
<ul style="list-style-type: none"> • Plastic containers for beverages (PET) and for dairy products. Containers from cosmetic products and detergents, plastic and polystyrene food containers, plastic tableware, plastic bags that are not contaminated by household waste • Plastic tupperware • Film-type plastic packaging 	<ul style="list-style-type: none"> • Lids of non-plastic containers, plastic toys, bags, plastic flower pots, mixed products (plastic/metal combinations), plastic film contaminated by household waste
Paper and cardboard	
Collected separately	Not collected separately
<ul style="list-style-type: none"> • Paper-cardboard packaging, cardboard boxes for beverages and other products. • Boxes from household appliances • Toothpaste boxes • Detergent boxes • Boxes from cosmetics • Paper bags • Cardboard packaging from beverages 	<ul style="list-style-type: none"> • Wax paper, mixed products (paper with metal)

How to collect

- ✓ **Identification** – Identify the packaging waste in the work area.
- ✓ **Compress** – Compress the plastic and metal packaging waste or the cardboards before storage in order to save space.
- ✓ **Evacuate** – Store the waste in the rooms that are specially provided and duly fitted with signage for each type of waste: household waste, recyclable glass, plastic or paper waste.

II. PERSONAL HYGIENE

1. Uniform

The uniform is neat and clean.

2. Hair

Hair is pulled away from the face and completely tucked away.

3. Hand washing

Proper and frequent hand washing is the key to the best practices for handling food and serving healthy foods. Wash your hands for 20 seconds, at least once every 30 minutes!

4. Keep fingernails trimmed!

It is difficult to maintain the cleanliness of long fingernails, as they can harbor bacteria between the nail and the skin, which may lead to bacterial transfer onto food via touch.

5. Health status

The restaurant employees have to be healthy and not carry any contagious diseases or illnesses that can impact food safety. The restaurant manager visually inspects the health and hygiene status of each employee at the beginning of the shift.

III. CHEMICAL CONTAMINATION

Foods can become dangerous for consumption when chemically contaminated. The improper use of chemical substances within the restaurant or unsuitable storage thereof may result in food contamination.

- Store foods at least 15 cm off the floor.
- Follow the instructions on cleaning products.
- Keep chemical substances in their designated storage areas, never in the food storage areas.
- Keep chemical substances in properly labeled containers.
- Avoid placing chemical substances in containers used for foods or beverages.

IV. PHYSICAL CONTAMINATION

Foods can become dangerous to consume due to physical contamination or due to foreign bodies which may result in accidents if they get into the food (for instance: pieces of plastic bags that may get into the food).

Avoid producing situations that may result in contamination. For example: make sure to properly cover the foods before storing them, never place food containers on the floor.

V. DAILY CLEANING PROCEDURES

Restaurant Manager – Check-ups before the start of business hours:

1. The morning shift manager checks the cleanliness as is from the previous day.
2. Signals and remedies any issues.

Employed Staff – Cleaning procedures before the start of business hours:

1. Wash the display cases, furniture, all the doors.

2. Clean and organize the shelves in the storage premises.
3. Wash the equipment used to prepare the food.

Employed Staff – Procedures during business hours:

1. Maintain cleanliness of work stations.
2. Maintain cleanliness of floors.
3. Maintain cleanliness in the sales area.
4. Empty waste bins if necessary.
5. Wear single use gloves during cleaning procedures and change the gloves once the procedure is completed.

Employed Staff – Procedures at the end of business hours:

1. Discard all the products and raw matters that can no longer be used the next day.
2. Clean the refrigerators and the storage spaces in the kitchen.
3. Clean and disinfect the work utensils and work tables using sanitizing solutions.
4. Clean the fryers/cookers and ovens using degreasing solutions.
5. Empty and clean the grease traps in drains. Disinfectant solutions shall be poured into floor drains and sink drains.
6. Empty all the waste bins and dumpsters.
7. Empty all the display cases and storage spaces for raw matters and perishables overnight.
8. Clean the floors, including spaces that are more difficult to access below shelves and fridges by sweeping, then using a brush and floor degreasing solution thoroughly scrubbing the grease residue accumulated during the day, and finally mop the floor with clean water.
9. Clear out and clean the common area on the hallway by the restaurant.

Restaurant Manager – Check-ups upon closing the restaurant:

1. the manager checks if all the cleaning procedures were adequately performed.
 - ✓ Switches off the gas;
 - ✓ Locks up the refrigerated display cases;
 - ✓ Checks the fuses in the electrical board;
 - ✓ Unplugs all the appliances (fryers, kneader, mixer, electric stoves) except refrigerators.

VI. WEEKLY GENERAL CLEANING

The general cleaning is performed every Monday after 10:00 p.m. and takes two hours. In addition to everyday cleaning, the general cleaning also includes the following operations:

- ✓ Cleaning the cooker hood, air shafts, ventilation shafts;
- ✓ Cleaning the residue on refrigerator radiators using a pressure cleaner and a brush;
- ✓ Move the work equipment from their assigned spots to clean the surfaces that are difficult to access when performing the daily cleaning;
- ✓ Wash, rinse and disinfect the inside of all refrigerators and display cases using sanitation solutions.

VII. OTHER ASPECTS RELATED TO CLEANING

What does “clean” mean?

“Clean” means there is no visible residue on counters or on the surface of various equipment. It means there are no crumbs, pieces of salad, onion, tomato slices, fats, etc. Also, there must be no residue on the floor.

What does “sanitized” mean?

“Sanitized” means there are no hazardous levels of contaminant factors, such as infection and disease-causing bacteria.

Special cleaning techniques and products are necessary for public food service premises, such as disinfectants and degreasers. The cleaning supplies and detergents must be carefully stored away from foods to prevent contamination.

Hand washing and sanitizer dispensers filled with special solutions shall be installed at the entrance into the work space.

Dispensers with special floor cleaning substances shall also be installed; these dispensers are set to provide the necessary dose of degreasing and disinfecting substance so that the process is not impacted by human intervention.

The staff must be trained for each and every sector, so that each staff member knows their duties in the cleaning process.

VIII. PEST/RODENT CONTROL OPERATIONS

The **pest/rodent control operations** in the premises of each Food Court operator shall be carried out to prevent the presence and proliferation of insects and rodents. Pest and rodent control operations shall be carried out both in kitchens, stock rooms, storage facilities and means of transportation, and in the common areas, in a synchronized manner and/or according to the Landlord’s instructions in this respect.

Important aspects in fighting against pests:

1. Identify the type of pest to be removed (rodents, crawlers, winged volant insects, etc.).
2. Identify the potential points of access (holes in the walls, door frames, floors, cooker hoods and exhaust ductworks, passthrough areas for power cables and passthrough areas for water supply/drains, sewerage, merchandise stock rooms, merchandise transporters, etc.) and take precise actions for each situation.
3. Seal all the spots in the kitchens, display areas, storage areas where pests can gain access and where they can develop.
4. Determine the pest control and monitoring method by applying control stations to capture and monitoring in every location;
5. Pest control interventions shall be carried out by authorized and trained staff, using pest control methods and chemicals approved by the *Sanitary Veterinary and Food Safety Authority* and that do not contaminate the food products and the staff operating in the treated premises.
6. All the vehicles contracted and used to **transport raw matters** shall be in proper condition, clean and sanitized at all times and frequently subject to pest control operations. The Food

Court/Restaurant Operator has to request documents certifying that the means of transportation undergo monthly sanitation and pest control operations. These documents have to be provided, upon demand, to the control bodies, i.e. the Public Health Department (DSP) and the Sanitary Veterinary Department (DSV), and to the head of the Food Court.